

VIRGINIA Relay Service

October, 2002

Commendations

Voice October 1, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY October 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY October 3, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice October 8, 2002

The customer commended the CA for speaking clearly.

Category: CA/OPR Related

TTY October 10, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice October 23, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY October 23, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

TTY October 16, 2002

The customer complained the CA was rude and provided a wrong number from directory.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized, assured the customer the CA's manager would follow up accordingly, and requested credit for the directory call.

Contact Closed: October 16, 2002

TTY October 21, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: October 21, 2002

Inquiries/Comments

Voice October 1, 2002

The customer wondered why he was billed long distance for local phone calls through relay. His profiled carrier of choice is MCI.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed that the calls were in fact local, and referred the customer to MCI for additional investigation.

Contact Closed: October 15, 2002

TTY October 1, 2002

The caller wondered if her relay calls could be billed by another carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that she could select another carrier to bill her relay calls.

Contact Closed: October 4, 2002

Voice October 2, 2002

The customer questioned how relay calls are billed.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained there is no extra charge to use the relay, and normal charges apply for long distance or toll calls.

Contact Closed: October 2, 2002

Voice October 2, 2002

The caller wondered why she was not able to reach relay by dialing 711. She was trying to make a call from her office.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Told the customer a report would be filed about her problem.

Contact Closed: October 4, 2002

Voice October 2, 2002

The customer needed assistance setting up a TTY.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Gave the customer general instructions, and referred her to the TTY manufacturer and the Virginia Department of the Deaf and Hard of Hearing.

Contact Closed: October 2, 2002

Voice October 3, 2002

The customer reported a problem when dialing a local phone number that was answered by Virginia Relay.

Category: LEC Service

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Checked the local phone number, and it was answered by a residence. Attempted to explain this to the customer, but he/she hung up.

Contact Closed: October 5, 2002

Voice October 4, 2002

The caller was assisting her son in getting his business line set up for relay calls.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 5, 2002

TTY October 7, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 7, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 8, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 8, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 11, 2002

TTY October 9, 2002

The customer wondered how she can identify relay calls on her Caller ID.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained that relay now transmits true Caller ID. Also explained that callers can have a profile set up to transmit a generic relay number.

Contact Closed: October 9, 2002

TTY October 10, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 14, 2002

Voice October 10, 2002

The customer wondered why she was not able to reach relay from her office when dialing 711.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained that her office may not be set up for 3-digit 711 dialing.

Contact Closed: October 11, 2002

TTY October 13, 2002

The customer reported that his Relay Choice Profile is not showing up when he dials into relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the profile he entered will only appear on the specific number he entered it on.

Contact Closed: October 14, 2002

TTY October 13, 2002

The caller had questions about setting up a Relay Choice Profile.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to Relay Customer Service.

Contact Closed: October 14, 2002

Voice October 14, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the National Customer Care Center and handled by the National Customer Care Center.

Resolution: Explained relay and HCO, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 14, 2002

TTY October 14, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: October 15, 2002

TTY October 15, 2002

The caller wondered why her auto VCO was not showing when she called into relay, and why the CA asks her what number she is calling from.

Category: LEC Service

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we do show a profile on her number, and referred the caller to her LEC for assistance.

Contact Closed: October 16, 2002

Voice October 18, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and HCO, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing and relay website.

Contact Closed: October 18, 2002

Voice October 21, 2002

The caller wondered how a TTY user would know if he/she had voicemail messages.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the TTY user would need to check his/her voicemail, or set up a phone with a voicemail indicator light.

Contact Closed: October 22, 2002

TTY October 21, 2002

The caller wondered why her phone number is showing up on Caller ID units when she places relay calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we now have true Caller ID, and set up a profile for a generic relay number to transmit on her relay calls.

Contact Closed: October 22, 2002

TTY October 21, 2002

The customer inquired if Voice Carry Over relay can be used with AT&T Broadband.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Attempted to reach the customer several times but was unable to.

Contact Closed: November 3, 2002

Voice October 24, 2002

The caller wanted to make changes to her Relay Choice Profile, but could not remember her password.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer

Care Center.

Resolution: Provided the caller with the information she needed to make changes.

Contact Closed: October 25, 2002

Voice October 25, 2002

The caller wanted a list of relay abbreviations sent to her office to share with employees.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed the caller a list of typical abbreviations encountered during relay calls.

Contact Closed: October 27, 2002

TTY October 25, 2002

The customer uses VCO and wondered if she would be able to use a companies designated TTY line.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that a TTY only line may not be answered by a live person. If she is not able to type using her phone, she may not get any response.

Contact Closed: October 25, 2002